

Christopher M. Davis

CONTACT INFORMATION

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EDUCATION

- 1999 **Doctor of Philosophy in Urban, Technological, and Environmental Planning with concentration in Sociotechnological Planning**, University of Michigan, Ann Arbor, MI.
Dissertation: A Survey of Web-based Community Information Systems
- Chair: Mitch Rycus, College of Architecture and Urban Planning
Committee: Kate Warner, College of Architecture and Urban Planning
 Michael Cohen, School of Information
 Kathryn Agard, Council of Michigan Foundations
- 2008 **Master of Science in Education with specialization in Leadership for Higher Education**, Capella University, Minneapolis, MN.
- 1990 **Certificate of Graduate Studies in Gaming/Simulation Studies**, University of Michigan, Ann Arbor, MI.
- 1989 **Bachelor in Sociology**, with honors and distinction, University of Michigan, Ann Arbor, MI.

ADMINISTRATIVE EXPERIENCE

- 2008-
Present **Vice Provost of Intuitional Effectiveness**, National-Louis University, Chicago, IL
Leads National-Louis University's enterprise quality initiative, including the design and implementation of the institution-wide quality architecture to provide key support for NLU's strategic goals. Works with NLU faculty, staff, and administration to design an overall quality strategy for the institution; to set quality standards (measures of excellence) for all academic and nonacademic programs and operations; and to continuously analyze results and incorporate them for performance improvement. Build an effective institutional research team and processes to support academic and nonacademic planning and assessment. Motivates the NLU community to achieve a high-performance environment and a full commitment to service excellence.

- 2005-2008 **Director of Assessment/AQIP Liaison**, Baker College System, Flint, MI
Provided leadership of system department for academic assessment in a large, multi-campus college system. Built capacity and provided technical expertise for campuses, academic departments, and faculty to conduct assessment of student learning at the program, course, and student levels. Coordinated the planning, implementation, and reporting strategies for assessment of student learning in academic programs, general education, and developmental education. Developed processes and systems for assessment data collection, analysis, reporting, and warehousing. Facilitated communication about assessment of student learning throughout the college and to stakeholders including sharing of results and best practices. Fostered and enabled continuous quality improvement and data-driven decision making. Provided leadership on institutional accreditation issues.
- 2003-2005 **Director of Effective Teaching and Learning**, Baker College System, Flint, MI
Expanded Instructional Technology Department into larger service organization to address improvement of teaching and learning processes for the largest private college in the state of Michigan, serving over 1400 faculty and over 30,000 students. Developed and facilitated an organizational development model to support the implementation of student-centered instructional practices including over delivery of over 300 faculty development workshops. Provided coordination for all system pilot projects dealing with learning and teaching. Working with campus academic leadership, developed a comprehensive, required training program for new faculty including training of almost 100 faculty trainers. Developed integrated plan for faculty and tutor training to increase student success in developmental education courses. Provided leadership for instructional technology initiatives resulting in the installation of 206 multimedia classrooms and over 600 instructors voluntarily integrating the Blackboard learning management system into courses totaling over 6000 sections. Coordinated and authored academic section of the college three-year strategic plan. Served on system assessment committee.
- 2002-2003 **Technology and Engineering Department Coordinator**, Baker College System, Flint, MI
In addition to principal job responsibilities, mentored and coordinated efforts of program coordinators for Architectural Construction, Automotive, Aviation, Drafting and Design, Electronics, HVAC, Interior Design, Mechanical Engineering, and Quality Improvement. Represented department at System Curriculum and Assessment meetings. Worked with faculty developing new programs in related fields. Developed joint proposal for development of project management minor/major for CIS, business, and technology divisions.
- 2000-2003 **Director of Instructional Technology**, Baker College System, Flint, MI
Developed strategy and plans for the use of instructional technology for a college system with over 25,000 students and 1,200 faculty. Developed, planned, and implemented a faculty development program that resulted in faculty from a variety of departments on eight campuses adopting an online delivery component to their traditional courses and utilizing multimedia classrooms for instructional delivery. Designed and coordinated the installation of multimedia classrooms. Coordinated scheduling and delivery of two-way interactive video courses and trained faculty on effective video instruction. Designed and developed an internal assessment process to track effectiveness of programs and workshops.

- 1999-2001 **CIS Program Coordinator**, Baker College System, Flint, MI
Coordinated the curriculum for eight degree programs enrolling over 1700 students in Computer Information Systems, Computer Science, Web Design, and Information Systems across the ten campuses of the Baker College system. Chaired departmental meetings and managed curriculum development.
- 1998-2000 **Dean of CIS and Technical**, Baker College of Muskegon, Muskegon, MI
Hired and mentored a team of over thirty full and part-time instructors teaching in ten different academic departments to provide quality education to over 400 students. Advised and provided customer service for students on academic related issues. Involved in the development of new programs and modifications to existing curriculum.
- 1998 **CIS Program Director**, Baker College of Muskegon, Muskegon, MI
Provided leadership to the Computer Information Systems Department with degree programs in programming and networking. Responsible for insuring that CIS curriculum met the needs of industry and developing new programs as needed. Designed and developed a curriculum for a Web Design program that enrolled over 500 students on ten campuses within the first three years of the program. Taught four courses a quarter. Worked with Business Development in the development of a technical training program.
- 1996-1998 **President**, Interactive Media Design, Muskegon, MI
Founded an Internet consulting and training firm. Negotiated agreement to jointly offer Internet training courses with Baker College Corporate Services. Developed and taught Internet training courses. Consulted with clients on the applications of the Internet to their corporate needs and developed Web sites in response to those needs. Provided assistance to clients in the development of technology, strategic, and on-line marketing plans.
- 1996-1997 **Information Systems and Data Coordinator**, Muskegon Community Health Project, Muskegon, MI
Lead the design of a community health information network. Developed collaborative relationships with public and private organizations throughout Muskegon County to develop user requirements. Used outputs of user requirements process to draft technical specifications for the network and to develop functional design. Interacted with external vendors for inputs into network design and for proposal development. Designed project Web pages and provide technical input into proposal development.

- 1996 **Program Manager**, Consortium for International Earth Science Information Network (CIESIN), Saginaw, MI
Interacted and collaborated with a variety of organizations in the development of a global, virtual organization, leading to the establishment of collaborative partnerships with seventy organizations on six continents. Developed proposals, managed projects, identified information technology requirements, and assisted in setting strategic vision and goals of a program to develop a global information system using Internet technologies. Gathered user requirements, developed technical specifications based on requirements, worked with development team to prepare technical design, tested finished product against requirements, and consulted with client to insure customer satisfaction. Provided project management for systems development project. Developed and carried out training for external customers on Internet information management. Developed and implemented a marketing strategy for promoting the capabilities of a global information system. Developed and negotiated both strategic business relationships and new business opportunities. Developed proposals in response to new business opportunities including cost-estimates, resulting in \$600,000 of funded projects in a six-month period.
- 1995 **Acting Director of Information Technology Division**, Consortium for International Earth Science Information Network (CIESIN), Saginaw, MI
Served as senior manager responsible for information technology while also continuing line management responsibilities. Reported directly to the CEO as the senior technology strategist and planner. Supervised all information technology staff and projects, including external contractors. Facilitated the integration of this division with another division. Managed technology workflow and assignment of technical staff to projects. Resolved resource allocation and other cross-departmental issues. Guided the development of the second generation of the company's flagship, Smithsonian Computerworld award winning Internet software product, leading to a usage increase of 1200%.
- 1994-1995 **Section Head of Computer and Network Services**, Consortium for International Earth Science Information Network (CIESIN), Saginaw, MI
Responsible for all systems operations activities including local area networks and Internet connectivity for three sites. Networks included heterogeneous mix of over 100 workstations and servers. Also responsible for Web development and programming. Managed staff of ten system administrators and developers. Evaluated and selected hardware and software for purchase and developed operations procedures and budgets. Provided technical input to proposal development and interfaced with clients on technical issues.
- 1993 **Product Manager**, Consortium for International Earth Science Information Network (CIESIN), Saginaw, MI
Developed user requirements to guide product development and managed all phases of product life cycle, including development of marketing materials. Conceptualized and implemented marketing strategies including product positioning and differentiation. Developed training on product management life cycle for development staff.
- 1992-1993 **Senior Computer Systems Specialist**, Consortium for International Earth Science Information Network (CIESIN), Saginaw, MI
Planned and implemented desktop and networking computing environment for start-up organization. Evaluated and selected hardware and software solutions. Installed hardware and software, administered network services, and supported end-users.

1990-1992 **Computer Systems Consultant**, University of Michigan, Ann Arbor, MI
Provide support to end-users on Macintosh and Windows systems and applications and mainframe systems. Developed databases for departments. Provided expert support in Macintosh OS, spreadsheets, and databases. Developed and carried out internal staff training.

TEACHING EXPERIENCE

2005- **Baker College Center for Graduate Studies**, Flint, MI

- Present
- BUS678 Research and Statistics for Managers
 - BUS690 Strategy in a Global Environment

2000-2005 **Baker College Online**, Flint, MI

- BUS361 Information Systems in Management (taught)
- WEB111A HTML Programming (developed and taught)
- WEB221 Interactive Web Programming (developed and taught)
- WEB222 Internet Commerce (developed and taught)
- WEB311 Advanced CGI Programming (developed and taught)
- WEB321 Web Application Development Tools (developed and taught)
- WEB361 Web Server Administration (developed)
- WEB411 Web Usability Design (developed and taught)
- WEB421 Web Portals (developed and taught)
- WEB431 Web Enterprise Applications (developed and taught)

1997-2000 **Baker College of Muskegon**, Muskegon, MI

- INF113 Electronic Spreadsheets (taught)
- INF114 File Management (taught)
- CIS302A Intermediate Database Management (taught)
- CIS303 Computer Architecture (taught)
- CIS313A Intermediate Spreadsheets (taught)
- CIS403 Systems Development Project (taught)
- WEB111A HTML Programming (developed and taught)
- WEB121A World Wide Web Design (developed and taught)
- WEB211 Web Scripting (developed)
- WEB222 Internet Commerce (developed)

1993-1995 **Midland Public Schools**, Midland MI

- H. H. Dow High School Assistant Theater Director

1989-1990 **University of Michigan**, Muskegon, MI

- UP662 Simulation and Gaming Seminar (teaching assistant)
- UP663 Simulation and Gaming Theory (teaching assistant)
- UP664 Simulation and Gaming Praxis (teaching assistant)

DISSERTATION COMMITTEES

- Debra Harroun (Capella University)

PUBLICATIONS AND PRESENTATIONS

- 2007 “Enabling Continuous Improvement: The Blackboard Outcomes System,” Higher Learning Commission Annual Conference, Chicago, IL with David Yaskin
- 2007 “Using Control Charts to Understand Assessment Results,” Higher Learning Commission Annual Conference, Chicago, IL
- 2007 “The *Innovate* Gateway,” *Innovate*, 3(4). (Guest Editor, special edition on the Net Generation)
- 2005 “Appreciative Inquiry: A Tool for Faculty and Organizational Development,” Conference for Research-Based Practitioners in Process Education, Madison, WI
- 2005 “Overview of Activity Design,” *Faculty Guidebook 2nd Edition*, Pacific Crest with Jack Wasserman
- 2005 “Overview of Instructional Design,” *Faculty Guidebook 2nd Edition*, Pacific Crest
- 2005 “Appreciative Inquiry as a Tool for Faculty and Organizational Development,” Higher Learning Commission Annual Conference, Chicago, IL
- 2004 “Instructional Design for Active Teaching and Learning,” Mississippi State University Research Curriculum Unit
- 2004 “Instructional Design Annotated Bibliography,” *Faculty Guidebook 1st Edition*, Pacific Crest
- 2004 “Overview of Program Design,” *Faculty Guidebook 1st Edition*, Pacific Crest
- 2004 “Overview of Course Design,” *Faculty Guidebook 1st Edition*, Pacific Crest
- 2003 “Teaching Problem Solving Online,” MACUL Conference, Detroit, Michigan
- 2001 “Leading an Educational Technology Revolution,” Syllabus Fall Conference, Boston, Massachusetts
- 2001 “Time Shifting: Strategies for Freeing Faculty Time for Educational Technology,” League for Innovation in the Community College Conference on Information Technology, Minneapolis, Minnesota

- 2001 "Strategies for the Internal Marketing of Technology Products and Services," MiCTA Fall Conference, Branson, Missouri
- 2001 Online content and PowerPoint presentations for Fundamentals of Information Systems by Ralph M. Stair and George Reynolds, Course Technologies
- 2001 Instructor manual and online content for Electronic Commerce (2nd ed.) by Gary Schneider, James Perry, Course Technologies
- 2000 Online content for Systems Analysis and Design (4th ed.) by Gary B. Shelly, Thomas J. Cashman, Harry J. Rosenblatt, Course Technologies
- 1996 "Lessons Learned from the Development of a Global Information System," Finding Common Ground: Creating a Library of the Future without Diminishing the Library of the Past, Cambridge, Massachusetts, co-authored with Cheryl Burley (published in LaGuardia, Cheryl. (Ed.). *Finding Common Ground: Creating a Library of the Future without Diminishing the Library of the Past*. New York: Neal-Schuman, 1998, pp. 345-352)
- 1996 "Partners with SDNP: Presentation by the Consortium for International Earth Science Information Network (CIESIN)," 4th Global Workshop for United Nations Sustainable Development Network Program Coordinators, Mexico City, Mexico
- 1996 "The Role of Training in Building a Distributed Archive," 22nd International Association for Social Sciences Information Service and Technology, Minneapolis, Minnesota.
- 1996 "A Case Study in Virtual Organization: CIESIN's Information Cooperative", Computing for the Social Sciences, Minneapolis, Minnesota
- 1995 "Locating and Accessing Data and Information on the Internet: Methods and Organizational Impacts," 21st Annual Conference of the International Association for Social Science Information Service and Technology, Quebec City, Quebec, Canada
- 1994 "Tools for Internet Based Data Discovery, Retrieval, and Analysis," 20th Annual Conference of the International Association for Social Science Information Service and Technology, San Francisco, CA
- 1990 Stock Market Training Game for Zagreb, Croatia Business School, with Ivo Wenzler
- 1989 Woman's Action for Nuclear Disarmament (WAND) and Sierra Club Training Game, with Kate Warner and Allison Hine

HONORS AND AWARDS

- 2002 *Who's Who Among America's Teachers*, 7th edition
- 1990 Eita Krom Prize for Undergraduate Sociology Paper, University of Michigan
- 1989 James B. Angell Scholar, University of Michigan
- 1986 National Merit Scholar

PROFESSIONAL MEMBERSHIPS

- American Education Research Association (AERA) [Division J Webmaster]
- American Society for Quality (ASQ)

PROFESSIONAL SERVICE

- Editorial Board for *Innovate*
- Higher Learning Commission Peer Reviewer (AQIP and PEAQ)